



# The Human Touch

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TOGETHER WE MAKE A DIFFERENCE



## *From Robin's Pen* **Well-Being of Children, Families Key to Success**

We're always looking for ways to measure how well Human Services is doing. A new study reminds us once again that people are the key.

"In the end, the success of human service programs will be measured by the health and well-being of America's children, families and adults and their reduced dependence on government assistance for generations to come," according to a new report, *Crossroads: New Directions in Social Policy*.

I worked closely on *Crossroads*, the American Public Human Services Association's (APHSA) report to Congress and President Bush, which calls for implementing critical proposals and sweeping reforms in all public human service programs.

Public human service leaders nationwide reached these bipartisan recommendations after more than a year of deliberation. The recommendations present an overview of human service programs, challenges and the changes state leaders believe are important as the new administration begins work to reauthorize a wide range of programs vital to low-income Americans.

I'll summarize some findings here. If you'd like to know more, *Crossroads* is available on APHSA's web page at <http://www.aphsa.org>.

APHSA called for fundamental program reforms in food stamps, child welfare and child support. We also want funding maintained for TANF, child care, Medicaid and the State Children's Health Insurance Program. States also are seeking greater flexibility in managing programs.

All states came together to ask for major change at this critical juncture in U.S. social policy history.

Now is the time and opportunity to expand on the progress achieved by states and improve the lives of millions more low-income adults and children. States have demonstrated their abilities over the last five years. We believe states should be given the support and responsibility we have all earned

States truly have done an amazing job of designing and operating welfare programs under the Personal Responsibility and Work Opportunity Reconciliation Act of 1996. They put their own TANF programs in place, increased childcare assistance and strengthened child support enforcement. At the same time, the percentage of people on welfare dropped to the lowest point since 1965. The percentage of working welfare clients reached an all-time high in 1999, and teen pregnancy rates have steadily declined.

As states were making such innovative changes to improve the lives of millions, other programs were left untouched by reform and lumbered on without needed change. One of the worst was the Food Stamp program that suffered from intense federal micromanagement and outdated regulations. APHSA calls for a major overhaul.

On the positive side, other recently enacted

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# DHS Legislative Budget Update

**By Robin Arnold-Williams**

The total budget for the Department of Human Services for Fiscal Year 2002, including Youth Corrections, is \$553,781,300, a 4.6 percent increase. The total general fund appropriation is \$289,431,200, a 7.3 percent increase.

## **Some key program and service highlights include:**

- \$1.7 million in on-going state funds and \$944,600 in supplemental state funds for adoption subsidies.
- \$1 million for further drug court expansion.
- \$2 million in new on-going state funds to serve those on the waiting list for home and community based services in the Division of Services for People with Disabilities. The budget also includes continuation of \$1.5 million in TANF funds for the waiting list and \$350,000 in additional funds for emergency services cases.

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## **From Robin's Pen...**

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federal laws provided states with latitude to make significant changes. More children are now covered by health insurance, and the child welfare system has placed more children in permanent homes.

As I've already said, APHSA members deliberated for more than a year before issuing our recommendations to Congress and the President. Our leaders are on the front lines of program implementation and understand how current federal program rules, funding sources and requirements conflict or impede their ability to deliver crucial services. We hope our report offers similar insight to the President and Congress as they begin the reauthorization process. I'll let you know what happens.

- \$250,000 in new on-going state funds and \$250,000 in one-time funds to serve those on the in-home services waiting list in the Division of Aging and Adult Services. The budget also includes \$250,000 in on-going and \$300,000 in one-time funds for meals and \$250,000 in one-time funds for vans.
- \$750,000 in on-going state funds and \$702,000 in supplemental state funds for growth in Division of Youth Corrections community alternatives.
- Funding for on-going operations at the new Central Utah Youth Facility in Richfield.
- \$300,000 in additional state funds for a foster parent rate increase.
- Funding for an additional adult protective services investigator and \$100,000 for services.
- \$1.5 million to make up for loss of SSBG and SAFE funding in DCFS; also included is \$570,000 in one-time funds for Milestone Plan implementation.
- \$302,600 in on-going funds and \$200,500 in supplemental funds to implement the federally-mandated seclusion and restraint policy at Utah State Hospital and \$199,000 in on-going funds to assist with the increased medication costs.
- \$300,000 in one-time funds for additional mental health community services
- \$2.5 million in funds to address the Medicaid match rate change in all Divisions and with local mental health and substance abuse providers
- A 3 percent cost-of-living adjustment for local mental health, substance abuse and aging authorities as well as private providers and facilities for disabilities, child and family services, and youth corrections.

## **Employee Compensation:**

- 4 percent salary increase: one-step merit (2.53 percent); discretionary funds (1.47%).
- Funding of employee health insurance increases plus employee portion of insurance premiums raised from 5-to-7 percent.
- Market adjustments funded at 60 percent of cost.

## New Faces at DHS

### Marie Christman



Marie Christman is back where her career started, once again working on issues facing adult and aging populations. As the new Human Services Deputy Director over programs, Christman supervises the Divisions of Aging and

Adult Services, Substance Abuse, Mental Health and Services for People with Disabilities.

“While Human Services and others have come a long way in collaborating in the provision of services for children and families, we have not made the same strides when it comes to services for adults and older individuals,” DHS Director Robin Arnold-Williams said in announcing Christman’s appointment. “Therefore, one of my major focuses will be in this area.”

“I’ve always gravitated toward adult and aging issues,” Christman said. “Aging was my primary focus in both undergraduate and graduate social work programs. Also, after I got my B.S. degree, I worked at the Cache County Senior Citizens program.”

Christman spent many years in Human Services Department working at both the line and administrative levels in self-sufficiency programs and adult services and on the front line in child protective services. She also worked in both rural and urban offices.

Christman moved to the Office of Family Support (before it became part of the Department of Workforce Services) as welfare reform issues were emerging.

“That’s when Jan Hansen was director and her vision for welfare was making services more human,” Christman said. “It was an opportunity to institute humanistic social work practices in the eligibility area. Those systems were not known as being that supportive of clients.”

Christman supervised the self-sufficiency program. “I was tapped as one of five to develop welfare reform in Utah,” she said. “I had the opportunity to coordinate implementation of the pilot site. It was a chance to be part of a major change that would be better for clients.”

Later, she became an Associate Regional Director for Family Support in Southeastern Utah. She moved to the new Department of Workforce Services four years ago.

“It was an exciting time and another huge challenge,” she said. “My job was as a catalyst for a good management team.”

“Given all my past experiences and areas of interest, when Robin started talking about her vision for the next four years in the Department, I knew it was right up my alley.”

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### Mark E. Ward

An opportunity to handle issues that help people and continue working on budgets and finance led Mark E. Ward to his new job as Deputy Director of Support Services for Human Services.



“I’m really interested in human service issues and have spent a lot of time on them,” Ward said.

“This is a good chance to work on issues I care about,” said Ward who served as state budget director in Missouri for eight years under Gov. Mel Carnahan. He also acted as deputy department director in the Office of Administration that included accounting, budgets, data processing, phones, personnel and purchasing.

Prior to that, he spent six years as a deputy budget director for now U.S. Attorney General but then Gov. John Ashcroft. He also worked for former Gov. Christopher S. Bond who is a U.S. Senator now.

“The end of Gov. Carnahan’s term was a good time to make a change,” Ward said.

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# Jean Nielsen Retires

By Carol Sisco  
DHS Public Information

Jean Nielsen is off on new adventures, leaving Human Services 32 years after she started.

Nielsen is still as enthusiastic as she was on her first day.

“My passion is the human services field,” Nielsen said. “This is a great job. I don’t know if it will be good to get out, but I ought to try it. It seems to me that in a whole lifetime you should do more than stay in one organization.”

Human Services was an “incredible learning lab for how to be a human being” for Nielsen. “It’s also been a wonderful experience for me because I know we have programs that work and programs that help. It’s wonderful.”

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## Mark E. Ward ...

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The new Deputy Director is focusing on three areas in his new job:

“I want to make sure the fundamentals are sound, especially in finance,” he said. “I also want to provide high quality services to our customers with administrative support to the divisions so they can do their jobs.”

Ward also is searching for ways the divisions can work together on various projects including budget issues and client services.

Ward spent his first few weeks working with former Deputy Director Doug West “getting current on pressing issues, meeting people in the department and learning about Utah financial processes.”

Ward is still learning about the department, especially finding out “who to go to in the department for specific information. I’ve gone from an environment where I was there 18 years and knew everyone in state government and what they did, to needing to learn about everything.”

“I’m really impressed with the people who work here,” he said. “These are tough issues and problems.”



## Jean Nielsen is off on new adventures

She knew she wanted to be out helping people when she was 10 years old. Her resolve never stopped.

Nielsen started her career as an Eligibility Specialist in 1969 right after obtaining a degree in Social Work from Brigham Young University.

Although Nielsen was the Department’s Director of Strategic Development and Policy when she retired, she filled many roles over the years, including child welfare caseworker, eligibility specialist, Regional Director and Child and Family Services Director. Most recently she filled in as Acting Youth Corrections Director.

“I’ve always gone where there’s been a challenge,” she said. “I’ve liked that a lot.

“Probably the most gratifying thing was I had confidence we can really go in and help. I’ve never not believed that.”

Nielsen isn’t a big fan of bureaucracy, but she always found ways to get things done within the system.

“Our programs are better today,” she said. “I thought we were doing a good job 30 years ago. But we’ve learned more and we always keep changing. We’re not doing it the same way we did 30 years ago.”

Nielsen isn’t quite sure what she’ll do next. But it will be related to human services and probably in the private sector. She’s also ready to help her former colleagues at any time.

“I feel like I owe this place a lot,” she said. “And I plan to stay in touch. I’ve loved the people I work with. I’ve met the most incredible people. We do nice things here, and we have good people.”



# Does DHS Make a Difference in People's Lives?

## Annual Outcomes Report Measures Results

By Kelly Colopy

**D**oes the Department of Human Services make a difference in the lives of people, in the communities it serves and as an organization? We measure those results in our yearly Human Services Outcomes Report.

All DHS agencies provide input for the report. Each agency is asked what data they use for decision making and for determining whether their agencies are effective. Outcome measures are then revised to ensure meaningful data is used for each agency as well as DHS overall. Department agencies are held accountable for their performance on these measures and use the information to make resource and programmatic decisions.

The Fiscal Year 2000 Outcomes Report is divided into two sections: 1) how well we serve consumers, and 2) organizational performance measures that provide critical indicators of how well the Department of Human Services performs. The report may be accessed at <http://www.dhs.state.ut.us/EDO/Outcome/outcome.htm>.

Overall, DHS aims to work with citizens to strengthen their capabilities and independence. Progress continues to be made toward these goals. Highlights last year included:

- The majority of clients reported satisfaction on surveys conducted by DHS Divisions.
- Approximately 70 percent of individuals receiving substance abuse treatment avoided using substances in the 30 days prior to discharge.
- 72 percent of people treated in community mental health centers maintained or improved their general well-being.
- Only 7.4 percent of Utah State Hospital patients were readmitted within six months of discharge.
- 71 percent of people who received services for disabilities had quality outcomes, compared to 63 percent nationally.
- Families receiving child support increased

from 69 percent to 74 percent in the last year.

- 72 percent of youth in Division of Child and Family Services custody had permanent living arrangements within 12 months of entering custody.
- 57 percent of delinquent youth served by the Division of Youth Corrections avoided new charges for 12 months after entering services. 77 percent had a reduced number of offenses.
- DHS also measures division and program performance on critical issues such as timeliness, consumer involvement, staff management and service access. Highlights last year include:
  - 99 percent of people served by the Division of Services for People with Disabilities have approved service plans.
  - Delinquent youth paid 80 percent of owed victim restitution and completed 82 percent of assigned community service hours.
  - 80 percent of DHS employees report job satisfaction.
  - Time required to finalize adoptions after parental rights are terminated has dropped to eight months.
  - 94 percent of children served by the Office of Recovery Services have their paternity established.
  - AWOLs in Youth Corrections are down to 3.7 percent of average daily population.
  - 52 percent of public assistance cases received child support payments; an 11 percent increase over two years.

# A Healthier You 2002

**By B.J. VanRoosendaal, Substance Abuse**

*(Editor's Note: This is Part One of what will be a regular feature in the Human Touch for the next year. In the spirit of the upcoming Olympics, we will feature Department of Human Services employees who have made fitness a way of life.)*

Bart Hopkin, a runner and Office of Administrative Support Director, agreed to share his fitness secrets in our first Healthier You Personal Fitness Profile.



**Bart Hopkin**

Hopkin, a longtime Human Services employee, also is temporarily working as an administrator in the Division of Mental Health until a new director and deputy director are chosen. Yet, despite his busy work life, he still finds time to run. In fact, Hopkin maintains a fitness level that allows

him to participate in marathons. How does he do it? What is his secret? Could you or I reach such levels?

Sure we could, Hopkin said.

Hopkin's typical average weekly exercise program includes jogging four to five miles daily, with a weekly goal of 30 miles. He also does strength training twice weekly. If you're feeling "too old" to get fit, you should note that Bart is 56, not 26!

Running the St. George Marathon last year with his three sons was one of Hopkin's fitness highlights. "I tried to get them to run with me during their high school years, and they thought I was crazy. Now they all run. So do my wife and daughter."

Conversely, Hopkin admits one of the lowest points in his fitness history was "realizing that if I took two weeks off, my body would need to be reprogrammed to accept exercise again."

Many people who exercise, or who consider fitness important, have role models that inspired them. Bart is no exception.

"My wife, Gayle, has multiple sclerosis and exercises continually," he said. "She keeps me going because exercise has made such a difference in her life."

When asked how he motivates others, such as co-workers, family and friends to exercise, Bart answered, "we have tried to run races as a family, but most important is to simply set the example and let others see it."

Asked for some tricks on how to squeeze fitness into a busy life, Bart offered the following:

If you are training for marathons and need to build up miles, split up your workouts – run 5 miles in the early mornings or evenings and then couple that with 4-to-5 miles at lunch.

Walk everywhere you can. Climb stairs. Don't ride elevators.

Start slow and easy, then increase. Don't try to do everything at once. Make up your mind that it will be good for you and stick to it. Find time for exercise even if you don't have it. You won't be sorry.

Exercise is a matter of making up your mind that it is important enough to take up your time, he said.

Bart feels exercise has really helped him.

"On high stress days, it can clear your mind and relax you so you can cope," he said. "On low stress days, it can clear the mind and relax you so you can cope on the high stress days."

When asked about favorite activities he would like to engage in more often, Bart didn't pick physical fitness, as he already does a considerable amount of that. Instead, Hopkin would like "more time with my wife, more fishing and golf, and more quiet time for good books."

Judging from Bart's responses, it would seem a balanced life is his principal goal.

*Do you have a fitness plan? Would you like your colleagues to know about it? If so, e-mail B.J. VanRoosendaal at [bvanroos@hs.state.ut.us](mailto:bvanroos@hs.state.ut.us) or Carol Sisco at [csisco@hs.state.ut.us](mailto:csisco@hs.state.ut.us).*



**Youth Corrections Board Chairman and former Sen. Eldon Money at Mill Creek dedication ceremonies**

## **Mill Creek Expands**

**By Carol Sisco**

**DHS Public Information**

OGDEN – “It’s unfortunate more attorneys and the public don’t have more information about the great work Youth Corrections does in the community,” 2<sup>nd</sup> District Juvenile Court Judge Kathleen Nelson said at the January dedication of Mill Creek Youth Center.

The dedication marked the expansion of Mill Creek from a 32-bed facility to 102 beds, according to Cecil Robinson, Youth Corrections Community Services Director. It means double bunking is no longer necessary.

“It is such a different situation than the adult secure facilities,” Judge Nelson said. “They don’t have the opportunity we do here to provide the help, education and counseling that the youth need.”

Judge Nelson spoke about one young man who, despite having almost no education and whose mother is a meth addict, has done a “complete turn around” after being treated by Youth Corrections. “I think what it is, is he never had anyone really care about him before,” Judge Nelson said.

“A push to increase the number of secure beds occurred five or six years ago because of a societal feeling that we were not locking up and punishing enough people,” Youth Corrections Director Blake Chard said. “Fortunately, we’ve kind of peaked in building. Bed capacity now should be sufficient for quite awhile.”

But Chard points out that troubled youth don’t just need buildings. “Youth need a spiritual foundation, programs that help them grow and mentors who can aid them.”

“The ones who make a difference at Mill Creek are the staff of this facility,” Robinson said. “They are our heart and soul. The people who make a difference in our lives are not the ones with the most awards or credentials. They are the ones who care.”

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## **Employee of Year**

Nominations are being accepted for the 2001 Outstanding State Employee Award. This award is presented annually to recognize some of Utah’s many dedicated and outstanding state employees. It is designed for employees who do not supervise other employees or programs.

Employees, co-workers, supervisors or citizens may nominate an employee. Nominations will be evaluated for extraordinary competence, creativity in identifying problems and devising workable, cost-effective solutions to them; excellent relationships with the public and other employees; commitment to quality customer service and commitment to economy and efficiency in government.

A \$1,000 savings bond and a plaque will be awarded to the winner.

Nomination forms and criteria are available by visiting [www.dhrm.state.ut.us](http://www.dhrm.state.ut.us) and clicking on miscellaneous. You also may contact the DHS Human Resource Office or call Debbie Scott at (801) 538-3080 at Utah Department of Human Resource Management. Scott must receive all nominations by March 30. Send them to her at DHRM, Room 2120 State Office Building, Salt Lake City UT 84114.

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## **Volunteer Training**

Workshops and networking opportunities for professionals and others utilizing volunteers or for those who would like to utilize volunteers will be held at the Yarrow Resort Hotel in Park City April 25-27.

To register, or for more information contact the VIP Institute at (313) 964-1110, email [staff@vipmentoring.org](mailto:staff@vipmentoring.org) or check their web site at: [www.vipmentoring.org](http://www.vipmentoring.org). For information locally, call Ally Warner, 538-9811; Cathy Hashimoto, 468-2188; Jeanne Lund, 538-4086.

## Drug Courts Expand to Rural Utah



**2nd District Court Administrator Tim Simmons, left, and Four Corners Director Bob Greenberg**

**By B.J. VanRoosendaal, Substance Abuse**

**D**rug Court, a widely recognized success in Salt Lake City and nationally, has expanded into rural Utah. Drug Courts are special courts given the responsibility to handle cases involving drug-addicted offenders through a system of extensive supervision and treatment programs.

The new courts will be in the 1st District covering Cache, Box Elder and Rich Counties; 3rd District in Tooele County and 7th District in Emery County.

A kickoff for the Emery County Drug Court was held in Castle Dale last fall. Enthusiasm was high at the Emery County Courthouse, as officials met to show their support.

Participants included 7<sup>th</sup> District Court Administrator Tim Simmons, Emery County Commissioners Kent Petersen, Ira Hatch and Randy Johnson and County Attorney David Blackwell. Others were Sheriff LaMar Guymon; Judge Bruce Bryner, who will be a Drug Court judge; Four Corners Mental Health & Substance Abuse Services Director Bob Greenberg, Utah Substance Abuse Director Patrick Fleming and

Rep. Brad King, D-Price.

"The Drug Court wouldn't have been possible without all the support and hard work of many of those attending today," Simmons said. He also said drug courts would help integrate alcohol and other drug treatment services with the justice system.

Eligible participants are identified early and promptly placed in drug court. The courts provide access to a continuum of alcohol, drug and other related treatment and rehabilitation services. Frequent alcohol and drug testing monitor abstinence.

The Emery County Drug Court is going to be a Juvenile and Family Drug Court, which serves adolescents and their families in addition to adult offenders.

The Court began operations in November and plans to provide immediate intervention in the lives of children and parents using drugs or exposed to substance addiction through family members.

"Goals of the family drug courts are similar and include helping the parent to become emotionally, financially and personally self-sufficient and to develop parenting and coping skills adequate for serving as an effective parent on a day-to-day basis," according to the Department of Justice's Drug Courts Program Office.

### The Human Touch

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